

Record Request 340
WorldCom Reported Outages - Verizon Agreement/Disagreement

WorldCom Ticket Date	WorldCom Trouble Ticket	WorldCom Duration	WorldCom Outage/ Slowdown	Agree/ Disagree	Verizon Duration	Explanation
				April		
4/1/2000	ADV14708	2:09:00	O	Disagree		CLEC accessing decommissioned configuration. Interface was available.
4/3/2000	ADV14937	0:30:00	S			Slowdown
	No Tkt #	0:45:00	O	Disagree		No ticket number provided. Unable to verify
4/4/2000	ADV15021	1:15:00	S			Slowdown
	15033	1:30:00	O	Disagree		Transaction-specific issue - interface still available, excluded from metric
	ADV15197	1:15:00	S			Slowdown
4/5/2000	ADV15206	0:30:00	S			Slowdown
	ADV15295	2:00:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
4/6/2000	ADV15436	0:45:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
	ADV15442	0:30:00	O	Disagree		Transaction-specific issue - interface still available, excluded from metric
4/7/2000	ADV15615	1:15:00	S	Disagree		Worldcom listed this Ticket below as an outage.
	ADV15615; scheduled	8:00:00	O	Agree on outage; Disagree on duration	1:23:00	Although the interface was unavailable for some period, Verizon disagrees with the duration listed by Worldcom. Verizon duration is the elapsed time the Verizon interface is unavailable. It is unknown how Worldcom calculates the duration of a trouble ticket.
4/10/2000	ADV15790	0:30:00	S			Slowdown
4/13/2000	16526	0:45:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
	16527	1:15:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
4/15/2000	ADV16514	3:45:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
4/17/2000	16637	1:43:00	S			Slowdown
	16580	2:09:00	O	Disagree		Degraded response - interface still available
4/18/2000	16735	2:09:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
	16734	3:00:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
4/19/2000	Scheduled	3:00:00	O	Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
4/23/2000	Scheduled	0:00:00		Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
4/29/2000	Scheduled	4:00:00	O	Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
				May		
5/1/2000	18156	0:45:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
5/2/2000	No Tkt #	0:15:00	O	Disagree		No ticket number provided. Unable to verify
	19340	1:43:00	S			Slowdown
5/3/2000	19367	1:17:00	O	Agree on outage; Disagree on duration	3:35:00	Verizon observed a longer duration than was reported by WorldCom.
5/5/2000	Scheduled	1:00:00	O	Disagree		Verizon's records do not show a scheduled outage on this date for this duration
	Scheduled	1:30:00	O	Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric

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5/6/2000	Scheduled	4:00:00	O	Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
5/7/2000	Scheduled	18:00:00	O	Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
	Scheduled	0:00:00		Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
5/11/2000	20595	0:32:00	O	Disagree		Slow response; interface available
	20595	1:00:00	O	Disagree		(Same ticket as above) Verizon's records do not show a scheduled outage on this date
	20709	4:32:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
5/12/2000	21272	6:05:00	O	Agree on outage; Disagree on duration	0:42:00	Although the interface was unavailable for some period, Verizon disagrees with the duration listed by Worldcom. Verizon duration is the elapsed time the Verizon interface is unavailable. It is unknown how Worldcom calculates the duration of a trouble ticket.
5/16/2000	22160	0:25:00	S			Slowdown
5/17/2000	22455	0:30:00	S			Slowdown
	22176	0:56:00	S			Slowdown
5/20/2000	22994	6:08:00	O	Disagree		CSR parser time-out - transaction specific issue - interface still available, excluded from metric
5/21/2000	Scheduled	0:00:00		Disagree		Scheduled back-end shared OSS unavailable - interface still available, excluded from metric
5/24/2000	Scheduled	2:30:00	O	Disagree		Verizon's records do not show a scheduled outage on this date for this duration
5/25/2000	24104	0:52:00	S			Slowdown
5/27/2000	Scheduled	10:00:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
				June		
6/6/2000	25635	0:47:00	O	Agree	0:27:00	
6/11/2000	26811	0:00:00	O			Transaction-specific issue - interface still available, excluded from metric
6/15/2000	27602	12:25:00	O	Agree on outage; Disagree on duration	3:22:00	Although the interface was unavailable for some period, Verizon disagrees with the duration listed by Worldcom. Verizon duration is the elapsed time the Verizon interface is unavailable. It is unknown how Worldcom calculates the duration of a trouble ticket.
	27602	4:07:00	O	Disagree		(Same ticket as above)
6/16/2000	28157	1:22:00	O	Agree	1:23:00	Verizon did not find this ticket. Verizon believes that Worldcom may be referring to 28166 which is a ticket that was opened by multiple CLECs for the Web GUI on 6/16.
6/17/2000	Scheduled	7:30:00	O	Agree on outage; Disagree on duration	10:30:00	Major Release Weekend Activity - Total Duration = 10.5 hours
		4:00:00	O	Disagree		Same as Above - Major Release Weekend Activity
6/18/2000	Scheduled	0:00:00				Continuation of entry at 6/17- Major Release Weekend Activity
6/20/2000	28815	1:38:00	O	Agree	1:44:00	Verizon did not find this ticket. Verizon believes that Worldcom may be referring to 28814 which is a ticket that was opened by multiple CLECs for the Web GUI on 6/20.

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6/24/2000	Scheduled	4:30:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
	Scheduled	4:00:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
6/26/2000	29671	4:17:00	O	Agree on outage; Disagree on duration	2:53:00	Although the interface was unavailable for some period, Verizon disagrees with the duration listed by Worldcom. Verizon duration is the elapsed time the Verizon interface is unavailable. It is unknown how Worldcom calculates the duration of a trouble ticket.
	29931	3:28:00	O	Agree	3:25:00	
6/27/2000	30220	5:28:00	O	Disagree		30220 is not an WorldCom ticket. Verizon believes that Worldcom may be referring to 30022 which is a ticket that was opened by WorldCom related to a slow response of the Phase III GUI. In that case it would be excluded from the metric.
	29671	4:53:00	O	Agree on outage; Disagree on duration	1:44:00	This ticket was originally entered on 6/26 and was re-opened on 6/27 for the same issue. Although the interface was unavailable for some period, Verizon disagrees with the duration listed by Worldcom. Verizon duration is the elapsed time the Verizon interface is unavailable. It is unknown how Worldcom calculates the duration of a trouble ticket.
6/29/2000	Scheduled	12:30:00	O	Disagree		Verizon's records do not show a scheduled outage on this date for this duration
	Scheduled	2:30:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric
6/30/2000	Scheduled	6:00:00	O	Disagree		Back-end shared OSS unavailable - interface still available, excluded from metric